



240424

Phone: 803-896-5100

Fax: 803-896-5199

www.psc.sc.gov

Email form to: contact@psc.sc.gov

* Required Fields

Letter of Protest

Date: * Oct 26, 2012 in Docket 2012 - 177 - WS

Print

Email

Protestant Information:

Name * Donna Britsch-Nelson
Mailing Address * 4163 Koala Circle
City, State Zip * Tega Cay, SC 29708 Phone * (803) 230-2403
E-mail donna.britsch@gmail.com

1. What is your connection or interest in this case? * For example, are you a customer of the Company that is the subject of this pending proceeding? (This section must be completed. Attach additional information if necessary.)

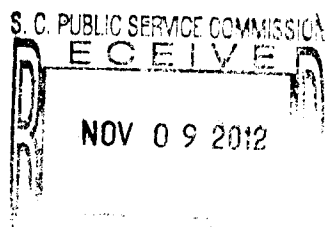
I have owned the house (address above) since July 88 & have been (forced) to use TC Water Services.

2. Please give a concise statement of your protest. * (This section must be completed. Attach additional information if necessary.)

Through the years the Water Quality has been poor. Billing & Reading of my Meter have not always been accurate (See an Example of a billing problem attached) A month ago "gray & black matter filled the toilet & came through the faucets - filter in Refrig Clogged - Water Co said "I must have bad pipes" - other in Neighborhood had the "dirty" water too

3. Do you wish to make an appearance at a hearing in this proceeding, if scheduled, and offer sworn testimony? *

YES



Donna Britsch-Nelson

Re: Utilities Inc.
Acct #

Feb 2, 2012

Enclosed please find a copy of my Water Bill. I was NOT home 13 days during the Dec billing period & no signs of leaks.

I rec'd this bill in the mail TODAY - Feb 2nd - Called them & was told that there were bills that went out LATE & therefore the payment could not be pulled from my bank acc't as scheduled.

Also, there was a "mis reading" & therefore the \$11⁶⁵ credit.

I would like to file this as a complaint FOR THE RECORD.

Auto DRAFT

I had to call my bank as they were NOT sure if the 1/14⁴⁰ would pull from my acct or 2/17 & only what I saw

Donna Britsch
4163 Koala Circle
Jega Cay, SC 29708-8516
(803) 230-2403
donnabritsch@gmail.com

~~54.92 - only authorized~~

Utilities, Inc.

Tega Cay Water Service Inc
Phone: (800) 272-1919
Collections: (800) 272-1919
Customer Service: (800) 272-1919
www.uiwater.com

Bill Date	Account Number	Due Date	Please Pay:
01/23/2012		2/17/2012	\$114.40

Name **DONNA N BRITSCH**

Service Address **4163 KOALA CIR, TEGA CAY, SC, 29708**

Activity Since Last Bill

Previous Balance

Payments received as of 01/23/2012

Balance as of 01/23/2012

Residential Water Service

Water Base Charge

Distribution 1,770 gallons at \$2.06 per 1,000 gallons

Supply 1,770 gallons at \$3.26 per 1,000 gallons

York County Base Charge

SC DHEC Fee

Total Residential Water Service

Residential Wastewater Service

Wastewater Service

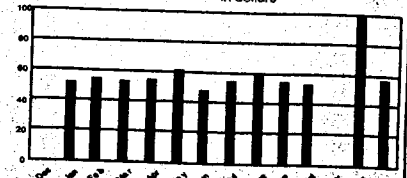
Total Residential Wastewater Service

Total Amount Due

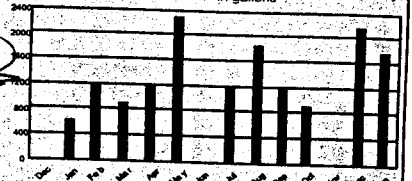
Primary Telephone # (803) 548-2771

Summary of Service		
Meter Reading	Meter #	
Current	275030	01/18/2012
Previous	273260	12/14/2011
Usage	1,770 Gallons	
Number of Days:	35	
Average Daily Use:	51 Gallons	
Average Daily Cost:	\$1.65	

Billing History
in dollars



Consumption History
in gallons



wrong reading

credit

*Pd 12/30
Bill out late*

Dec 27

*Bal. \$57.92
2/17*

\$42.51

*Oct 22
Nov 15*

\$56.48

\$18.86

\$57.92

\$39.06

\$114.40

Rec'd 2-2-12

Called 2 late billings

& Meter not read correctly

They are not sure if \$114.40 pulling from acct - I called B of A to authorize \$57.92 ONLY

A fee of 1.5% per month will be added if unpaid by the due date.
Make check payable to: Tega Cay Water Service Inc

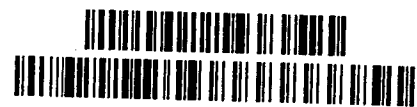
Messages

Our records indicate the prior balance remains unpaid and your account may be subject to disconnection. Please note the due date on this bill refers to the current bill amount and does not extend the time allowed for payment of the prior balance. The Company is under the jurisdiction of the PSC. You may contact the ORS at 800-922-1531 with any complaints that remain unresolved after 7 days.

Utilities, Inc.

PO BOX 160609
Altamonte Springs, FL 32716

2543810000000000



Account Number:

Amount Paid

Due Date: 2/17/2012

Please Pay: \$114.40

AUTOPAY

authorized \$57.92

Tega Cay Water Service Inc
PO Box 11025
Lewiston ME 04243-9476



UTI0124A
2000002244 747/1



DONNA N BRITSCH
4163 KOALA CIR
TEGA CAY SC 29708-8516



☐ Address correction requested on back